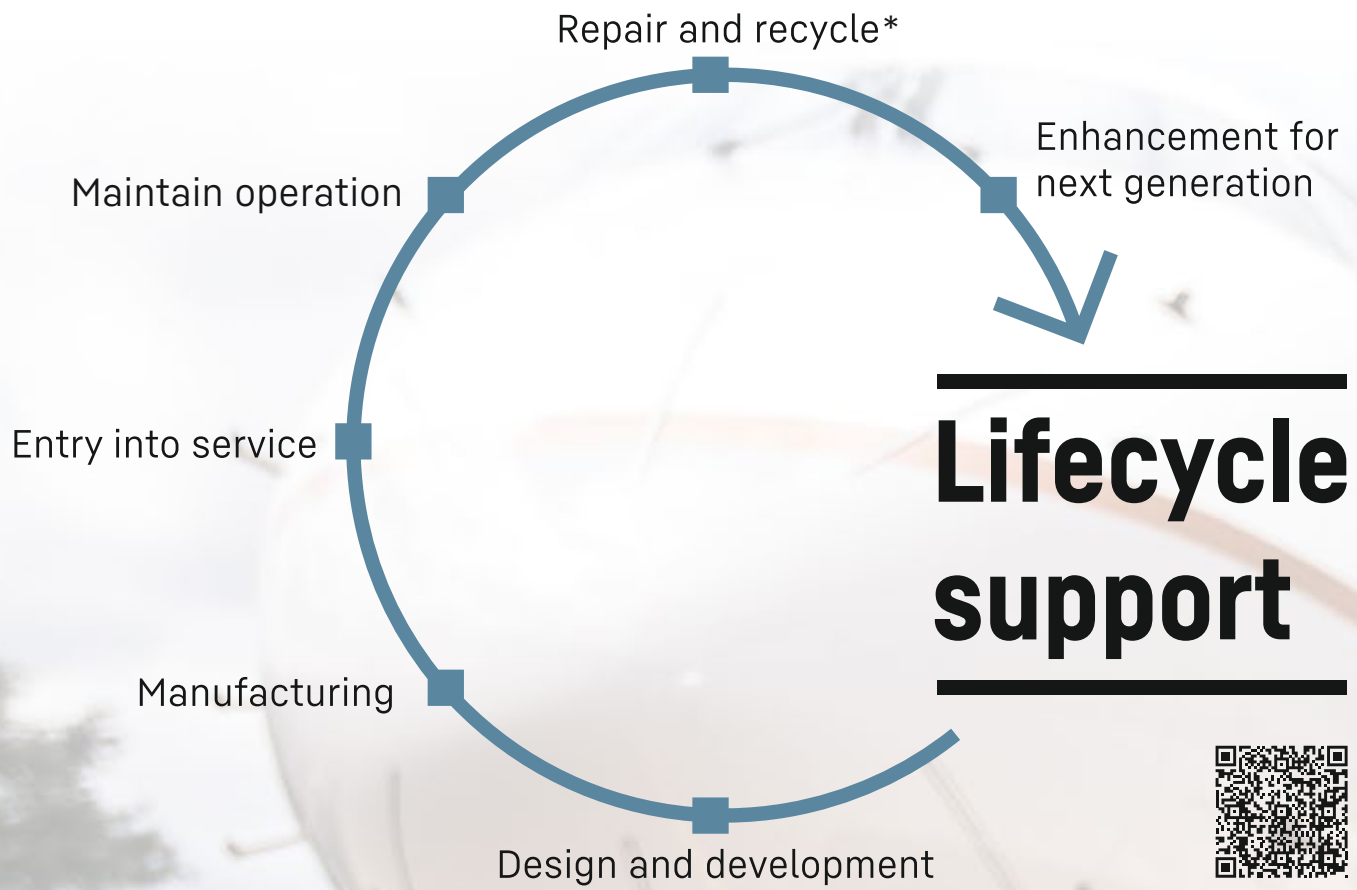

Customer Services

Experience lifecycle support

LIEBHERR

Aerospace





*Repair, reuse and recycling options depend on component type, condition, certification requirements and service availability.

Introduction

Liebherr-Aerospace is a solution provider for environmental control and thermal management systems, flight controls, actuation, landing gears as well as gearboxes and electronics for civil and defense aircraft.

Our global service network supports individual customer needs through repair, maintenance and component-support solutions designed to extend the service life of components.

The wide range of our customer portfolio and services grants us a comprehensive overview of the aviation market and its local specifics. This diversity allows us to remain independent and to take decisions rapidly and autonomously.

To ensure that we are one step ahead, we continuously invest in our services portfolio, innovative technologies and facilities.

We base our relationships on loyalty and fair play through long-term close cooperation with you, our customers and partners.

Our success is founded on the degree to which our employees identify with our services, products, and the values from a family owned business.



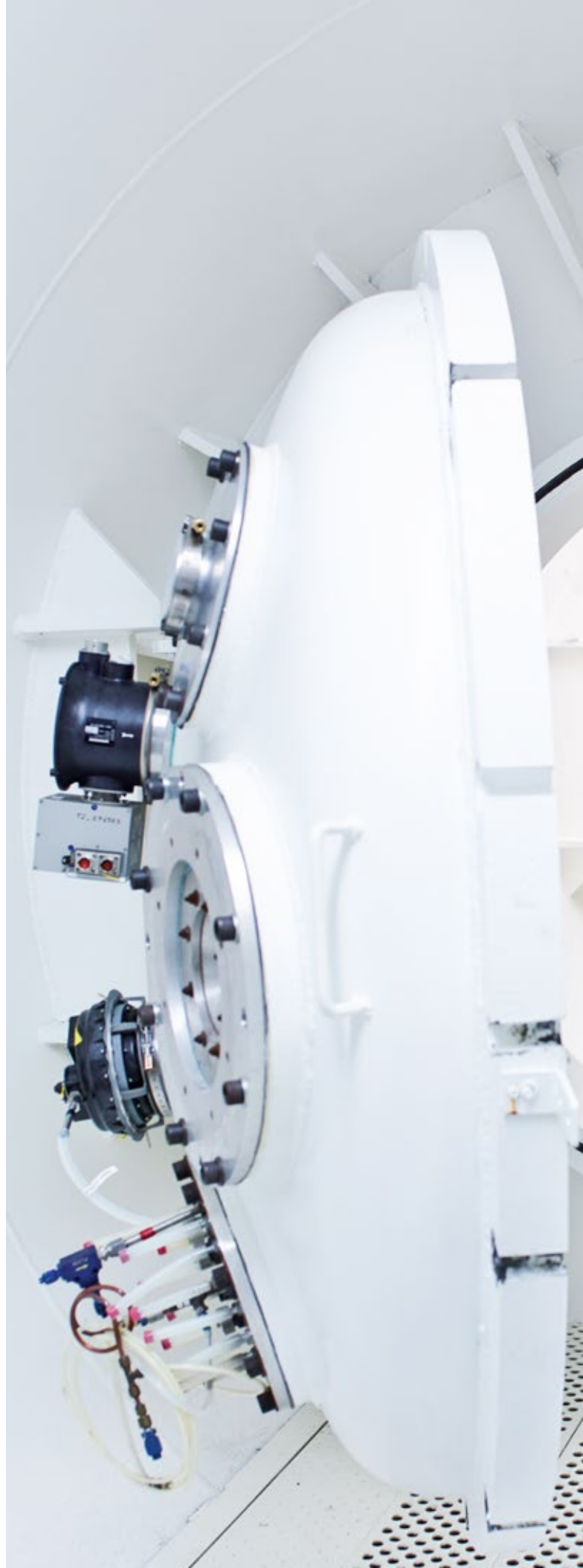
Design and development

At Liebherr-Aerospace, we strive to design the next generation of product and services. Using our system knowledge, gathered through millions of hours of real life data, we create equipment that is easy to test and maintain, reliable, and exceeds your expectations. Customer support and engineering design teams are paired to combine innovative ideas with field experience to develop a cost-optimized system that meets your demands and the competitive environment.

We design our systems and equipment with special care for

- Optimized cost of ownership
- High reliability
- Easiness to operate, test and maintain

In two large altitude chambers at our site in Toulouse (France) we test air management systems and their components. With a volume of 70 m³ and 120 m³ and a weight of 20 tons and 48 tons, respectively, the chambers are connected to a high-performance compressed air and vacuum circuit, which is used to simulate pressure conditions that prevail at high altitudes.









Manufacturing

We expand and improve our production methods for the future while maintaining necessary machinery, tools, means, and skills to be able to support aircraft operations long after production has stopped. In our manufacturing process, characteristics such as flexibility, efficiency, quality, reactivity are mandatory.

Having close ties with you, our customer, allows us to plan and anticipate your needs and to deliver services where and when you require them.

Our manufacturing processes are driven by

- Flexibility
- Quality
- Reactivity
- Efficiency

High performance gearboxes and components for flight control and actuation systems are core competencies of our production facility in Friedrichshafen (Germany).

Entry into Service

Entry into Service is commonly considered as the transfer from the end of development of the aircraft to the first delivery to an operator. However, we understand that the first time you will operate an aircraft, regardless of its age, you will experience an Entry into Service.

Our entry into service package consists of

- Training to prepare your maintenance personal and familiarize with our global field service network
- Distributing technical documentation
- Providing recommendations for initial provisioning and strategically placing assets
- Suggesting tools and parts to maintain our systems
- Monitoring the components behavior while in operation

All of these initial steps are part of a structured and mature framework, overseen by frequent and direct contact with you.

Training

We believe that product and service training is paramount for the connection with you. Our dedicated training staff provides individual product and service training online, in-house and at your facility. Our multi-cultural team leads customer workshops per region to share expertise and establish a wide knowledge base on our products. These seminars offer an open forum for you and us to share experience and best practices.



Discover our Liebherr-Aerospace training center!

You can experience a whole range of training solutions especially designed to increase your knowledge of our products, their operation and maintenance via pocket training, eLearning, virtual and standard classrooms.

Log in to our training center at <https://aerospace.liebherr.com/training-center> to discover our full catalog and find the right sessions for you in the calendar.





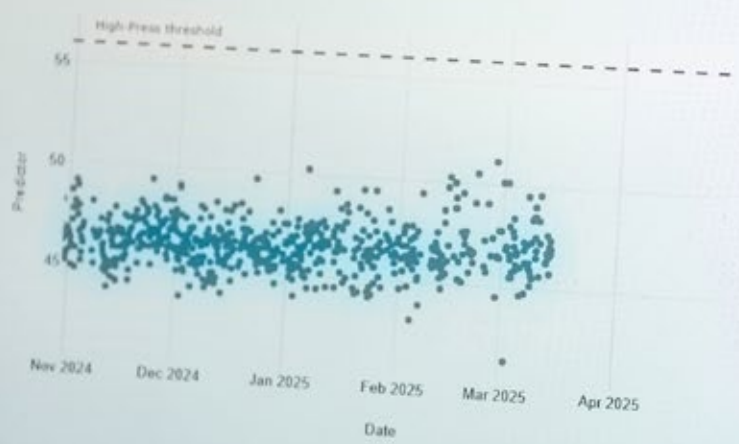
← Recommendation A220

Pre A/C Type : A220 Registration : D-0007 Name : PRSOV High-Press

Filt

GRAPHICS

High-Press for D-0007 #1



Operations

More than 1,000 employees in customer services in our global network are dedicated to support you locally.

The stations, offering a wide range of services, are your regional focal points and your first point of contact for what ever your need.

We continuously develop our products and services to shape the future of aviation and meet future operational and technical requirements.

Liebherr Analytics is the platform through which we deliver and showcase our digital services and algorithms enhancing aircraft maintenance operations.

With predictive maintenance we improve customer experience and avoid flight interruption.



Liebherr Analytics

With Liebherr Analytics Solutions you benefit from our set of predictive maintenance algorithms and other trend monitoring applications, combined with advanced technical support. This brings added value to the maintenance of the fullscope of Liebherr such as bleed, air management, landing gear and flight control system components.



Our service stations in Asia, Europe, Middle East and in the Americas are close to you. They provide local support with material and service solutions as well as technical support regarding air management systems, flight control, actuation, landing gears as well as electronic components and gearboxes.

Material and service solutions

We provide innovative solutions with practical value. With decades of experience in the competitive aftermarket, we know that each customer's business is unique. No matter the size of your operation, we are flexible exploring and adapting our commercial support to your needs.

Our global logistic package optimizes your stocks, reducing your assets and limiting your risk exposure.

These tailored pool programs as well as advanced exchange, rotatable supply, and spare sales are available at each station.



Spare order status and commercial assistance: you can track your part orders and place your requests 24/7



This service enables you to follow the progress of your purchase orders online and create your requests for commercial support on aftermarket parts, services, quotations, contract or other business-related information.

Tracking information is provided in real-time, ensuring that what you see is always up to date. In full autonomy you can follow your current and forecasted deliveries, requests, as well as download all the detailed data.

Connect to <https://aerospace.liebherr.com> to access centralized information about all your parts orders and place your requests.





Technical support

As a system designer, our technical support is a commitment to you, based on the original design criteria, to assist our equipment through its full lifecycle.

Dedicated experts provide guidance on maintenance, repair and replacement part options, taking into account the service life of the components where applicable.

In addition, we also provide extensive repair and restoration solutions through our service network.

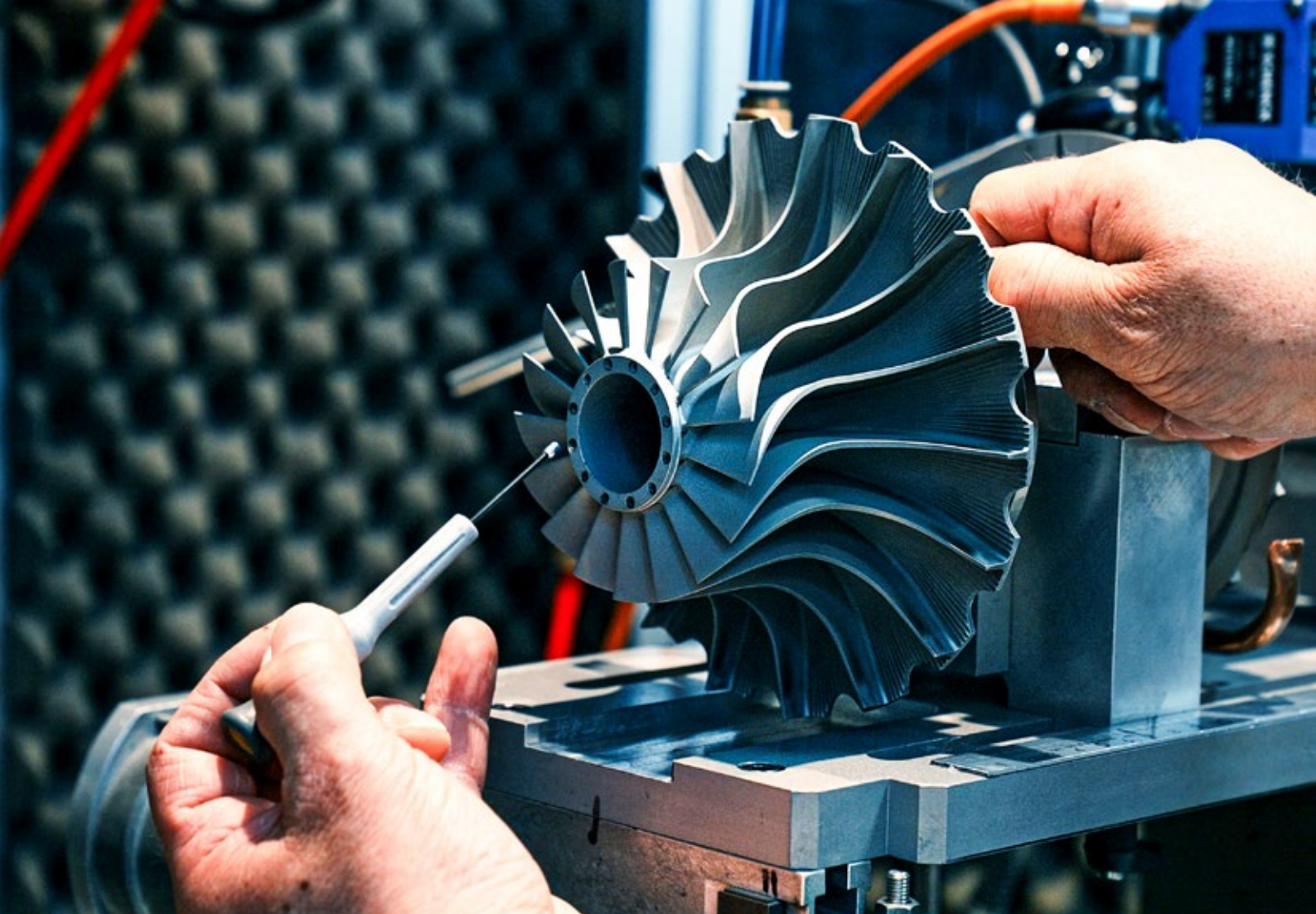
To predict operational trends and develop best practice methods, we collect and evaluate data to provide tools to communicate in-service recommendations.



**Technical requests online:
ask for clarification on technical
issues and exchange documents with
our technical teams**

At <https://aerospace.liebherr.com/technical-requests>
create your own query concerning a technical issue in

your fleet or regarding questions you may have about our technical publications. You can also exchange documents online with our technical support specialists. You have 24/7 access to all information. Keep track of the resolution progress at a glance and consult any request from your company that has already been treated.

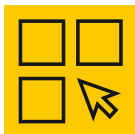


Customer service centers

We constantly invest in training our staff to guarantee excellence and the same level of service within our network. Your benefit is a local representative who speaks your language, and understands your region and culture.

Our AOG support is locally organized, extends through the network, and is available 24/7/365.

You can connect to our service platform and go on our website www.liebherr.com



Service platform

MyLiebherr

Aerospace

Welcome to our service platform!

Create your account on <https://aerospace.liebherr.com>, and access our customer support and services with 24/7 availability worldwide.

On this platform you can manage your orders or requests online, interact with us at any time in order to ease day-to-day tasks.





Repair and reuse

We develop products that can be repaired throughout their entire life cycle.

Our in-service engineers work continuously on innovative repair solutions and product enhancements to reduce your maintenance costs, respond to your expectations, and meet new airworthiness' requirements.

As a Design Organization Approved (DOA) company, we are developing our knowledge and knowhow to propose adapted solutions of maintenance and repairs. We can use the wide range of test capabilities from our OE facilities to quickly develop and implement our enhancements.

Our dedicated, experienced teams will help you to implement any enhancement with tools for planning and services to minimize impact on your operations.

The next major challenge for air transport will be to deal with aircraft coming to their end-of-life.

We are largely involved in a reuse activity of Liebherr equipment removed from dismantled aircraft: Selected, inspected and certified used, functional components are available, subject to part type, condition and regulatory requirements.

We set-up a Used Serviceable Material service (USM) to help you to optimize operating costs. With USM by Liebherr, you benefit from a worldwide access to Liebherr's serviceable parts with OEM quality standards at fair market value.

Enhancement for the next generation

Liebherr's lifecycle support, an end-to-end operational expertise.

We are constantly listening to the needs of our customers all along the lifecycle of our products. We feel responsible and master the product lifecycle from design and manufacturing to MRO operations and data analytics. This unique combination of capabilities provides the foundation for the continuous improvement, modification, and development of next-generation components and systems.

The long life of an aircraft represents years of accumulated experience and knowledge of systems and equipment performance. We channel this knowledge, compiled with innovative technologies, to push the boundaries of our future services.





A global network

We are always close to where your needs are.

**Liebherr-Aerospace Lindenberg GmbH**

Pfänderstrasse 50-52
88161 Lindenberg / Allgäu
Germany
Phone +49 8381 460
info.lli@liebherr.com

Liebherr-Aerpace Toulouse SAS

408 avenue des Etats-Unis
31016 Toulouse / Cedex 2
France
Phone +33 5 61352828
info.lts@liebherr.com

Liebherr Aerospace Saline, Inc.

1465 Woodland Drive
Saline, MI 48176-1259
USA
Phone +1 734 4297225
info.lsl@liebherr.com

Liebherr-Canada Ltd.

Aerospace and transportation division
4250 Autoroute Chomedey
Laval, Québec
H7R 6E9
Canada
Phone +1 450 9637174
info.laca@liebherr.com

Liebherr Aerospace Brasil Ltda.

Rua Dr. Hans Liebherr No. 1
Vila Bela 12522-640
Guaratinguet São Paulo
Brasil
Phone +55 12 21314000
info.lab@liebherr.com

Liebherr (China) Co., Ltd.

Aerospace and transportation division
319 Gao She North Road
Shanghai Pilot Free Trade Zone
201208 Shanghai
P.R. China
Phone +86 21 50461988
info.lms@liebherr.com

Liebherr-Singapore Pte. Ltd.

Aerospace and transportation division
8, Pandan Avenue
Singapore 609384
Singapore
Phone +65 62652305
aerospace.singapore@liebherr.com

Liebherr-Aerospace DWC-LLC

DWC-Mohammed Bin Rashid Aerospace Hub,
ASC 6, Floor G, Unit 1
P.O. Box 2540
Dubai
United Arab Emirates
Phone +971 48891723
info.lda@liebherr.com

**Liebherr India Private Limited
India Office**

#9/3 Level 1, Nitesh Broadway, M.G. Road
Bengaluru, Karnataka 560001
India
Phone +91 80 67710600
aerospace.lid@liebherr.com

Liebherr-Aerospace & Transportation SAS

408 avenue des Etats-Unis, B.P. 52010, 31016 Toulouse Cedex 2, France

Phone +33 561 35 2828 • Fax +33 561 35 2676

info.aer@liebherr.com • www.liebherr.com